

Who else can I complain to?

We understand that sometimes it is not easy to say what you feel to the people who provide your service. If you need help, advice or someone to help you make your views known, you can also contact the school where you receive the Family Support service.

If you want to get other, independent advice there are organisations, such as the Citizens Advice Bureau, that may be able to help you. Your local Member of Parliament may also give independent advice.

Contact us

Father Hudson's Care,	Tel: 01675 434000
St George's House,	Email: enquiries@fatherhudsons.org.uk
Gerards Way,	www.fatherhudsons.org.uk
Coleshill,	
Birmingham	
B46 3FG	



Reaching out to provide social care in the Catholic Archdiocese of Birmingham

Registered in England and Wales no. 1653388. Registered charity no. 512992.

Father Hudson's Care is a working name of Father Hudson's Society.

Comments, compliments and complaints

We want to hear from you

We are committed to providing quality services. One of the most important ways we can work towards this is by listening to you and responding to what you say.

This leaflet tells you how to make comments, compliments and complaints about Father Hudson's Care.

Comments and compliments

If you have been happy with the service we have provided please do let us know. We also welcome suggestions for improvements and will take them seriously.

If you have been less than happy with the service, please let us know. We will consider whether we can generally improve the quality of our services.

Informal comments and suggestions can be relayed through the member of staff who is your usual contact. Alternatively, you can raise the matter with the Departmental Manager.



Father Hudson's Care is the social care agency of the Catholic Archdiocese of Birmingham.

We operate the Family Support in Schools service.

We also run the New Routes fostering service and Origins post-adoption service, residential and day care for disabled adults and older people including those living with dementia, and support a range of community projects.

Charity No 512992

Complaints

If you wish to make a complaint about a service we have delivered, or the way in which it was delivered, we have set out our complaints procedure below.

Informal Stage – Problem Solving

Please contact us informally in the first instance to discuss your concerns.

If you are unhappy with the service provided, we hope that you will be able to tell the person who is working with you.

Alternatively you can contact their manager, either by telephone, letter or email, or by asking to see them. The Schools' Family Support Project Manager, Zena Wedgwood, can be contacted on 07823 526789, by emailing

zenawedgwood@fatherhudsons.org.uk or by writing to the Head Office address on the back of this booklet.

Each department has a procedure that should deal quickly with any such complaint.

Most problems can be sorted out or solved by discussing them with the people who manage the service. They will investigate or look into the matter and, wherever possible, provide you with a response within ten working days. If you are not happy with the outcome, you may make a formal complaint.



Formal Stage

There are two parts to the formal stage of the complaints procedure.

Part 1:

If, after discussion aimed at seeking a satisfactory resolution, you are still dissatisfied, you should write to the Chief Executive with full details of your complaint. The Chief Executive will acknowledge your complaint.

A senior member of staff will investigate the complaint and prepare a written report. The Chief Executive will consider the report and write to you with their conclusions and any proposed course of action.



Part 2:

If you are not satisfied with the Chief Executive's response, you can ask for the complaint to be referred to a panel of three people (two senior managers and an independent person).

The panel will review the complaint, how it was investigated and the outcome. You will be invited to meet with the panel.

The panel will make recommendations to the Chief Executive. The Chief Executive will consider the recommendations of the panel and will write to you with the final outcome of the complaint.